How to Pro-actively Improve Data Quality in DEERS

Medical Treatment Facilities and local clinics are often overwhelmed by DEERS enrollment discrepancies between the local MTF database and the central DEERS database. NMIMC and local sites can now play an active role in facilitating better data quality for DEERS enrollment. Specifically:

(1) Commanding Officers can publish message below in a prominent, easily accessible, and permanent place on their facility's website, for wider dissemination;

(2) Commanding Officers can publish message below in your base paper, e.g. NNMC's The Journal, encouraging members to keep their personal information current;

(3) Commanding Officers can provide direct DEERS phone/fax lines for users of medical services at a couple strategic sites (e.g. Customer Service area, Pharmacy area), to actually give members the opportunity to make necessary changes 'pain-free'.

"Personal data contained in the DEERS database must be kept current. A change of address can be done by phone 1-800-334-4162 (California only); 1-800-527-5602 (Alaska and Hawaii only); 1-800-538-9552 (all other states); by e-mail addrifo@osd.pentagon.mil or by writing to: DEERS Support Office, ATTN: COA, 400 Gigling Road, Seaside, CA 93955-6771. Address changes by fax can be forwarded to 831-655-8317. Other changes to report divorce, marriage, remarriage, death of spouse or sponsor, name change, etc. must be done through a Military Personnel Office or ID Card Office. Military members can locate the closest DEERS ID card facility by using the RAPIDS ID Card Site Locator at www.dmdc.osd.mil/rsl. General DEERS info can be obtained from the Defense Manpower Data Center at www.dmdc.osd.mil."

According to the DEERS/Medical MHS Database Roles Document dtd 9-17-99, only certain type of information updates require an inquiry to DEERS. Enrollment updates will be applied on a "current owner" basis by ensuring that the system managing a person's enrollment, or DEERS, is the only entity allowed to make modifications to an enrollment."

Updates that do NOT require inquiry to DEERS:

Blood type and organ donor patient information

Enrollment end reason data

Enrollment fee payment data

PCM details

Residence address and telephone number data

Updates that DO require an inquiry to DEERS:

Catastrophic cap and deductible amounts

Addition of non-beneficiary persons

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